



RECEIPT

Atty. Docket No. 004919.P001

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Justin Broughton et al.

Application No.: 09/774,944

Filed: January 30, 2001

For: DIGITAL MULTIMEDIA CONTACT CENTER

Assistant Commissioner for Patents

Washington, D.C. 20231

Examiner: Not Yet Assigned

Art Unit: 2661

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Technology Center 2600

REQUEST FOR CORRECTION OF FILING RECEIPT

Dear Sir:

In the Filing Receipt for the above-referenced patent application, two inventor's names were recorded incorrectly and additional inventors were added.

The names were recorded as:

**Elizabeth Rogers
Robert S. Rogers**

The correct inventor's name are as follows:

**Elizabeth Rodgers
Robert S. Rodgers**

Please add the following inventor's names to the Filing Receipt:

**Ivan Covdy
Roy Ho
Carl Raymond Kowalski
Tom McCalmont
Art Stein**

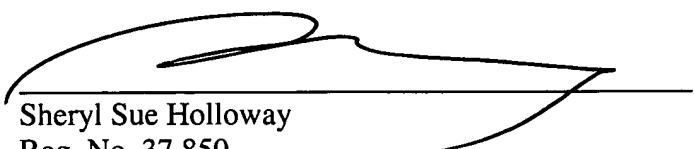
Please have the Filing Receipt updated to reflect the correct inventor information.

Enclosed please find a copy of the Filing Receipt with the changes noted thereon and a copy of the executed Declaration.

Applicant believes no fee is due, however, if a fee is due, please charge Deposit Account No. 02-2666.

Respectfully submitted,
BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN

Dated June 1, 2001


Sheryl Sue Holloway
Reg. No. 37,850

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FIRST CLASS CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage in an envelope addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231 on: June 1, 2001

Michelle Begya

Name of Person Mailing Correspondence

Michelle Begya
Signature

June 1, 2001
Date



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| APPLICATION NUMBER | FILING DATE | GRP ART UNIT | FIL FEE REC'D | ATTY. DOCKET NO | DRAWINGS | TOT CLAIMS | IND CLAIMS |
|--------------------|-------------|--------------|---------------|-----------------|----------|------------|------------|
| 09/774,944 | 01/30/2001 | 2661 | 2230 | 4919 P001 | 17 | 60 | 13 |

008791

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FILING RECEIPT



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 LOS ANGELES

CONFIRMATION NO. 5527

Date Mailed: 03/14/2001

Receipt is acknowledged of this nonprovisional Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Customer Service Center. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the PTO processes the reply to the Notice, the PTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

Applicant(s)

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 Robert S. Rogers, San Jose, CA;

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Continuing Data as Claimed by Applicant

Foreign Applications

If Required, Foreign Filing License Granted 03/13/2001

Projected Publication Date: Request for Non-Publication Acknowledged

Non-Publication Request: Yes

Early Publication Request: No

Title

Digital multimedia contact center

Preliminary Class

ENTERED
 MAR 26 2001
 STATUS DB-LA

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Bib Data Sheet

CONFIRMATION NO. 5527

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|------------------------------------|---|---------------------|-------------------------------|---|
| SERIAL NUMBER 09/774,944 | FILING DATE 01/30/2001 RULE | CLASS 370 | GROUP ART UNIT 2661 | ATTORNEY DOCKET NO. 004919.P001 |
|------------------------------------|---|---------------------|-------------------------------|---|

APPLICANTS

Justin Broughton, Fresno, CA;
Kevin J. McPartlan, Saratoga, CA;
Elizabeth Rodgers, San Jose, CA;
Robert S. Rodgers, San Jose, CA;
Ivan Covdy, San Jose, CA;
Roy Ho, San Jose, CA;
Carl Raymond Kowalski, Fremont, CA;
D. Thompson McCalmont, San Jose, CA;
Art Stine, Sunnyvale, CA;

** CONTINUING DATA *****

** FOREIGN APPLICATIONS *****

IF REQUIRED, FOREIGN FILING LICENSE
GRANTED ** 03/13/2001

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|---|-----------------------------------|---------------------------------|-------------------------------|-------------------------------------|
| Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no | STATE OR COUNTRY CA | SHEETS DRAWING 23 | TOTAL CLAIMS 60 | INDEPENDENT CLAIMS 13 |
| 35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance | | | | |
| Verified and Acknowledged | Examiner's Signature | Initials | | |

ADDRESS

008791

TITLE

Digital multimedia contact center

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